

Michelle See  
2450 38th Avenue  
San Francisco CA 94116

Aug 31st 2018

Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

For many years, AT&T was my wireless carrier and internet service provider. As the years went by, they became more and more difficult to deal with. If I had any questions whatsoever, I was obliged to wait on the phone for over 20 minutes. Many times, I could not talk to a representative, and I would not be able to solve my issue for weeks and months on end.

When my modem died just before moving to a new house, I saw it as an opportunity to switch internet service providers. Again, AT&T was its characteristic giant haughty self--it took me weeks of calling to cut off my service. They did not make it easy, and I wasted a lot of time just trying to talk to someone over a simple business request.

This is not to mention that AT&T prices kept climbing up. I was often offered promotion rates that I did not know would expire and be replaced with exorbitant prices and fees. Again, I would have to waste time to get a hold of a live person to negotiate a price that is within my budget.

Sonic has been the opposite of all my AT&T experience. As a school teacher, affordable high-speed internet is critical to my work. Please do not let AT&T and the likes kill off broadband connection competition.

Michelle See